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PETITION FOR EXTENSION OF TIME UNDER 37 CFR 1.136(a)

Docket Number (Optional)
12658SSUS01U

In re Application of O'Sullivan et al.

Application Number 09/748,069

Filed 12/22/2000

For A NETWORK SPANNING HETEROGENEOUS CALL CENTER AND METHOD
OF OPERATION

Group Art Unit 2661

Examiner Kenneth N. Vanderpuye

This is a request under the provisions of 37 CFR 1.136(a) to extend the period for filing a
reply in the above identified application.The requested extension and appropriate non-small-entity fee are as follows
(check time period desired):☒ One month (37 CFR 1.17(a)(1))

\$ 120

☐ Two months (37 CFR 1.17(a)(2))

\$

☐ Three months (37 CFR 1.17(a)(3))

\$

☐ Four months (37 CFR 1.17(a)(4))

\$

☐ Five months (37 CFR 1.17(a)(5))

\$

☐ Applicant claims small entity status. See 37 CFR 1.27. Therefore, the fee amount shown
above is reduced by one-half, and the resulting fee is: \$☐ A check in the amount of the fee is enclosed.☒ Payment by credit card. Form PTO-2038 is attached.☐ The Commissioner has already been authorized to charge fees in this
application to a Deposit Account.☐ The Commissioner is hereby authorized to charge any fees which may be required,
or credit any overpayment, to Deposit Account Number
I have enclosed a duplicate copy of this sheet.I am the ☐ applicant/inventor☐ assignee of record of the entire interest. See 37 CFR 3.71.

Statement under 37 CFR 3.73(b) is enclosed. (Form PTO/SB/96).

☒ attorney or agent of record.☐ attorney or agent under 37 CFR 1.34(a).

07/29/2005 MBINAS 00000025 09740069

Registration number if acting under 37 CFR 1.34(a)

01 FC:1251

120.00 OP

**WARNING: Information on this form may become public. Credit card information should not
be included on this form. Provide credit card information and authorization on PTO-2038.**

July 28, 2005

Date

/Bruce E. Garlick/

Signature

Bruce E. Garlick

Typed or printed name

NOTE: Signatures of all the inventors or assignees of record of the entire interest or their representative(s) are required. Submit multiple
forms if more than one signature is required, see below.☐ Total of forms are submitted.Burden Hour Statement: This form is estimated to take 0.1 hours to complete. Time will vary depending upon the needs of the individual case. Any comments on
the amount of time you are required to complete this form should be sent to the Chief Information Officer, U.S. Patent and Trademark Office, Washington, DC
20231. DO NOT SEND FEES OR COMPLETED FORMS TO THIS ADDRESS. SEND TO: Assistant Commissioner for Patents, Washington, DC 20231.